



Title: Employment Specialist

Status: Full-time (including evening and weekend hours, if needed)

Location: Worcester, MA, with travel as needed

Salary: \$19-21/hour depending on skills and experience

About ORIS: The Organization for Refugee and Immigrant Success (ORIS) is an ethnic community-based nonprofit organization with the mission to aid in the resettlement of refugees and immigrants by providing training, assistance, resources, and opportunities that promote self-sufficiency. ORIS's Board of Directors and staff are majority new Americans, representing eleven countries and fluent in eighteen languages. The power of ORIS lies in its cultural understanding, linguistic expertise and first-hand knowledge of the immigrant experience. We offer a wide range of programs to support new Americans in our communities, including bridging case management, services for survivors of domestic violence, employment services, farmer training, food access, and youth enrichment.

Job Summary: The Employment Specialist will spearhead ORIS's employment services efforts for refugees and immigrants in Worcester, MA. Under the direction of the ORIS Worcester Site Director, the Employment Specialist will serve a critical role in facilitating client access to job opportunities, and providing one-on-one coaching on resume building, interviews, and other work readiness services. The Employment Specialist will cultivate and maintain relationships with employers, community partners, local resource providers, and job training programs. The Employment Specialist will be responsible for monitoring employment outcomes and deliverables, documenting all services, and ensuring the quality, and timely completion of all data gathering requirements, including those applicable to the Refugee Cash Assistance and Matching Grant programs. The Employment Specialist will collaborate closely with clients' case managers as part of a team that addresses clients' intersectional needs, goals, and barriers to promote self-sufficiency. The Employment Specialist should have significant work, educational, and/or life experience working with diverse communities, including those with limited English proficiency.

Responsibilities:

- Provide culturally-appropriate employment services for New American clients.
- Meet with clients individually to discuss and develop career goals and strategies.
- Provide career counseling to New American clients to support their understanding of career options and paths, and assist them with accessing education and resources for pursuing desired careers.
- Support clients in identifying and utilizing community resources to increase their employment options and independent living skills.
- Work with clients to create resumes, submit job applications, and prepare for interviews.
- Conduct regular outreach, and develop close working relationships with potential employers. Advocate with employers on the benefits of hiring New Americans.
- Research employment opportunities and trends. Collaborate with local employers, agencies, and service providers to understand and keep current with employment needs and available resources.
- Complete all documentation, case notes, and reports thoroughly, to appropriate specifications, and within required deadlines.
- Collaborate regularly with clients' case managers, and other agency staff, to ensure clients are appropriately supported.
- Maintain professional knowledge and skills by attending relevant workshops, training, and conferences; review professional materials and literature.
- Participate in ORIS staff meetings, and other events as scheduled.
- Perform other duties, and contribute to all-staff activities as needed.

Required Qualifications:

- Experience working across multiple languages and cultures, particularly with refugees or immigrant populations with diverse cultural and socioeconomic backgrounds.
- 1-2 years of experience in providing services that support clients in obtaining and maintaining successful employment.
- Excellent written and verbal communication skills; able to communicate effectively and respectfully with clients with varying beliefs, behaviors, orientations, identities, and cultural backgrounds.

- Ability to effectively and efficiently document and report on activities; excellent organizational skills and attention to detail.
- Familiarity with local employment opportunities and resources.
- Ability to be self-directed, motivated, and an independent problem solver. Ability to organize and manage multiple client needs simultaneously.
- Ability to create and maintain healthy professional boundaries with clients.
- Experience using technology, including Microsoft Office, Google Suite, Zoom, and online job search and application platforms.
- Valid driver's license with a clean driving record and reliable private vehicle. Travel around Massachusetts is essential.
- Availability to work a flexible schedule, including evenings and weekends, if needed.
- Proficiency in a language spoken by New American clients is required (Somali, Swahili, Lingala, Kinyarwanda, Kirundi, Dinka, Dari, or Pashto preferred).

Physical Demands and Working Conditions: The ability to sit and work in an office setting for extended periods of time is required to execute job responsibilities. Much of the work takes place in the community, including home visits with clients, and workplace meetings with employers. Reliable transportation is required, as is strict adherence to CDC and Massachusetts Department of Health and Human Services guidelines around preventing the spread of COVID-19.

How to Apply: Interested applicants should send a cover letter and resume to aabdulwahab@refugeesuccess.org. Applications will be reviewed on a rolling basis. ORIS is an equal opportunity employer.